



# KINTAMPO MUNICIPAL ASSEMBLY

## CLIENT SERVICE CHARTER

<b>SERVICE</b>	<b>TIME FRAME (MONTHS/DAYS)</b>
Issuance of Building Permits	Within three (3) Months
Preparation and approval of planning schemes/layouts	Within six (6) Months or one year depending on the size of the settlements.
Issuance of business Operation License	Issuance Service after payment of required fees.
Issuance of Birth Certificate	Under ten (10) year, one (1) day Above one (1) year one (1) Month
Issuance of Death Certificate	One (1) day
Feedback On Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipts
Ambulance Service	Instant after a distress call
Fire Service	Instant after a distress call
Police service (Normal/Patrols)	Instant after a distress call
Birth Certificate	Under one (1) year- one (1) day
Death certificate	Above one (1) year-one (1) Month
Already buried one (1) Month	Newly deceased, one day (1 day)
Marriage Certificate	21 Days for publication of proposed marriage.

All complaints should be channeled to the client service unit via the following numbers;

0208001454 / 0597793995/0352291823 for attention

